Mobile Data Collection Survey Tool (MDST)

ADOA-ASET

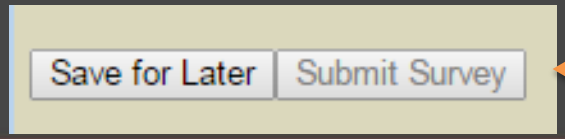
Arizona Strategic Enterprise Technology

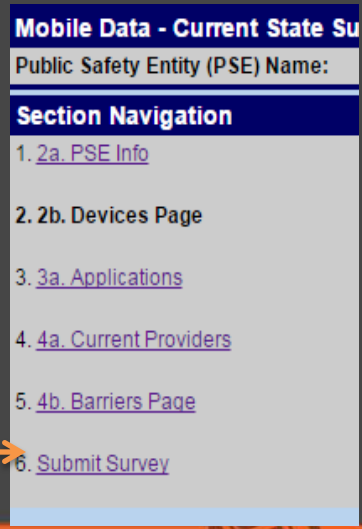
Webinar Attendees

- Identify the appropriate person or people to provide the information that is needed
  - Are there separate people to answer for PD, FD, EMS, DOT, Public Works, etc?
- Fill out the Web Survey Excel sheet prior to the webinar, if possible

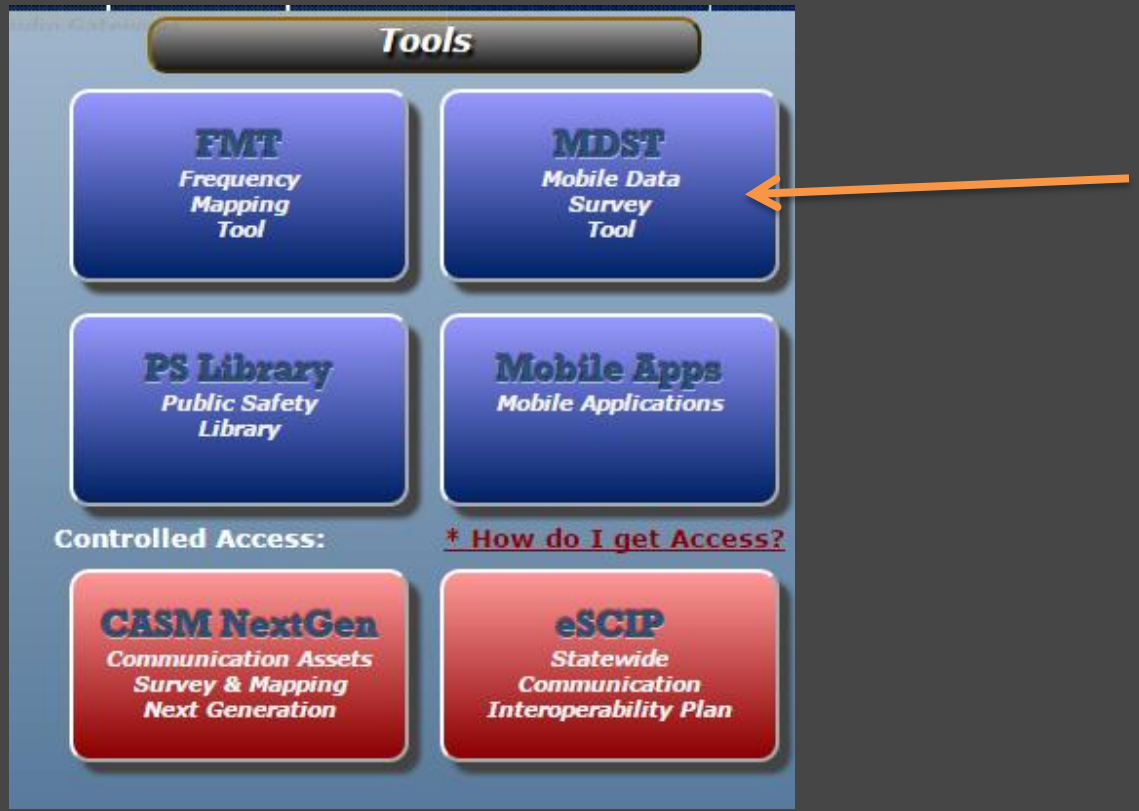
Filling Out the Survey

- Only one person per survey
  - Skip what you don't know
- You can stop before completing the survey using "Save for Later" button
  - Once you hit the "Save for Later" button you will receive a link to take you back to the survey
- "Submit Survey" when you are finished

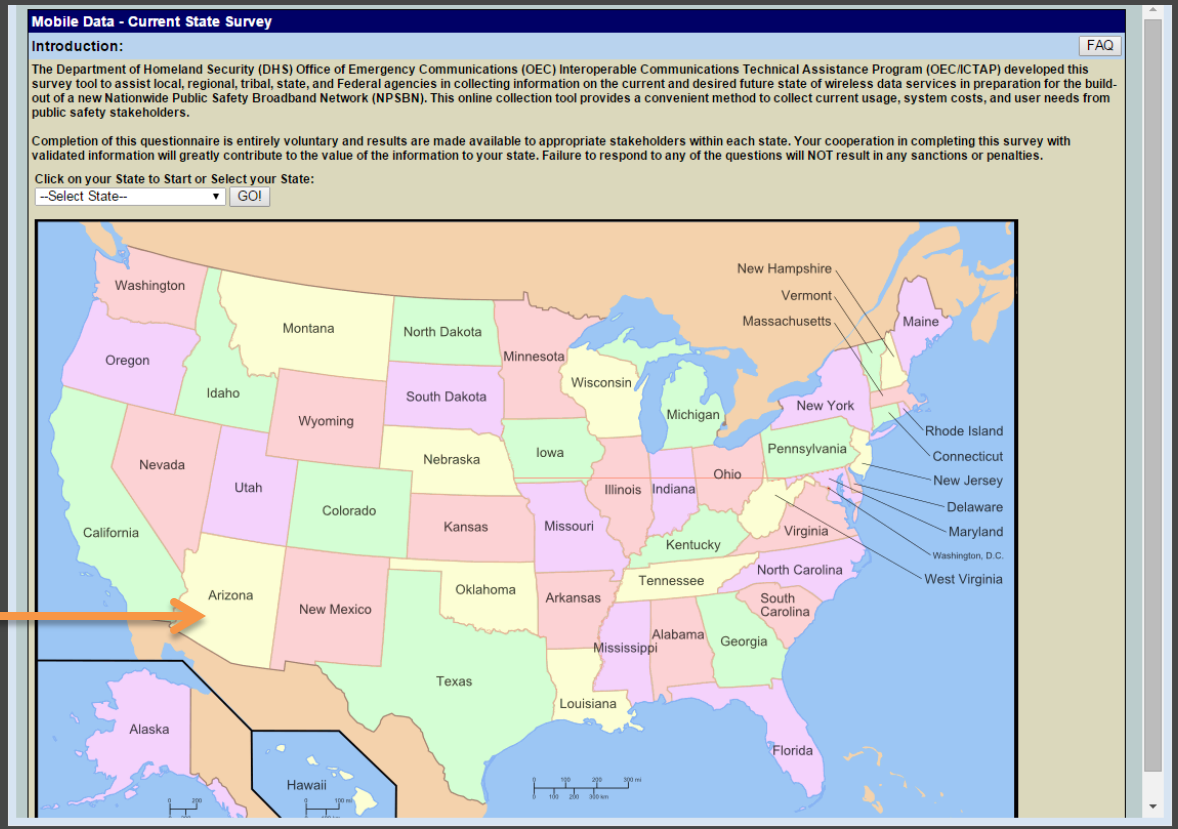




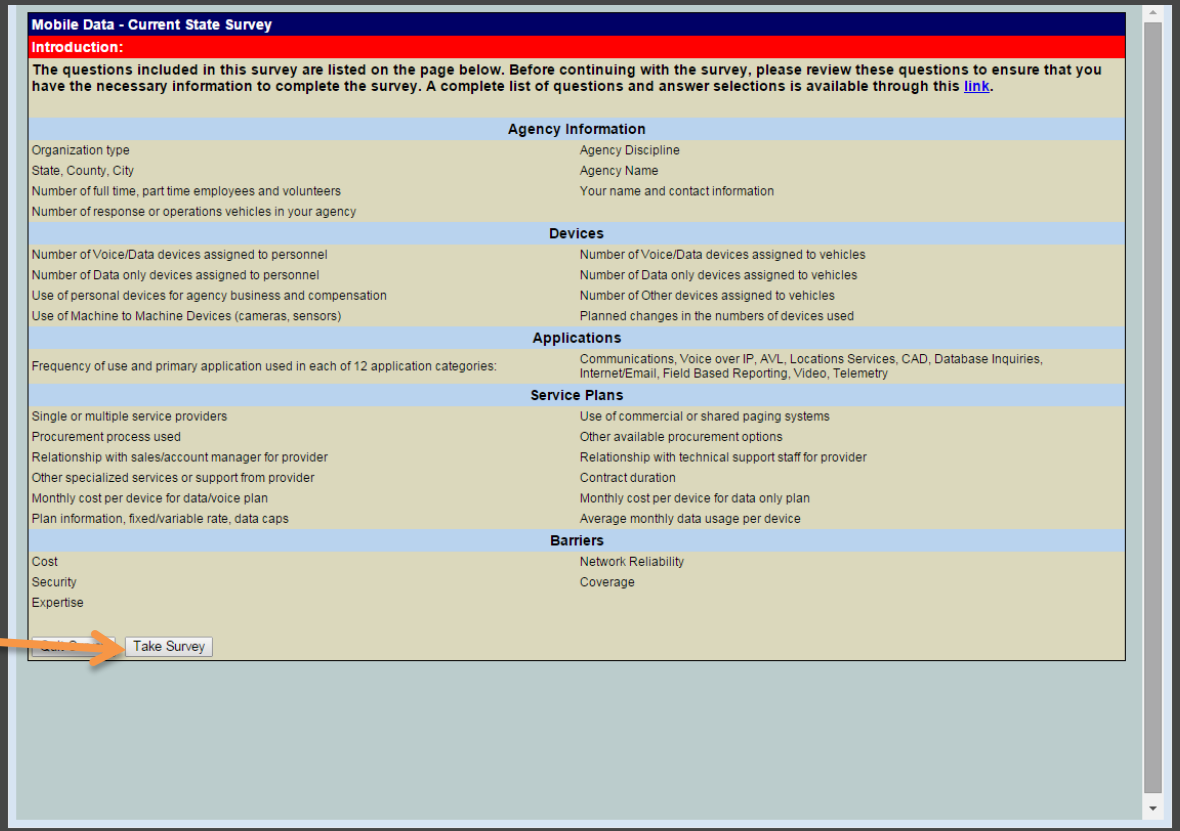
Sign onto the Website – start here



Pick Your State



Take Survey



Mobile Data - Current State Survey

Introduction:

The questions included in this survey are listed on the page below. Before continuing with the survey, please review these questions to ensure that you have the necessary information to complete the survey. A complete list of questions and answer selections is available through this link.

Agency Information	
Organization type	Agency Discipline
State, County, City	Agency Name
Number of full time, part time employees and volunteers	Your name and contact information
Number of response or operations vehicles in your agency	
Devices	
Number of Voice/Data devices assigned to personnel	Number of Voice/Data devices assigned to vehicles
Number of Data only devices assigned to personnel	Number of Data only devices assigned to vehicles
Use of personal devices for agency business and compensation	Number of Other devices assigned to vehicles
Use of Machine to Machine Devices (cameras, sensors)	Planned changes in the numbers of devices used
Applications	
Frequency of use and primary application used in each of 12 application categories:	Communications, Voice over IP, AVL, Locations Services, CAD, Database Inquiries, Internet/Email, Field Based Reporting, Video, Telemetry
Service Plans	
Single or multiple service providers	Use of commercial or shared paging systems
Procurement process used	Other available procurement options
Relationship with sales/account manager for provider	Relationship with technical support staff for provider
Other specialized services or support from provider	Contract duration
Monthly cost per device for data/voice plan	Monthly cost per device for data only plan
Plan information, fixed/variable rate, data caps	Average monthly data usage per device
Barriers	
Cost	Network Reliability
Security	Coverage
Expertise	

Take Survey

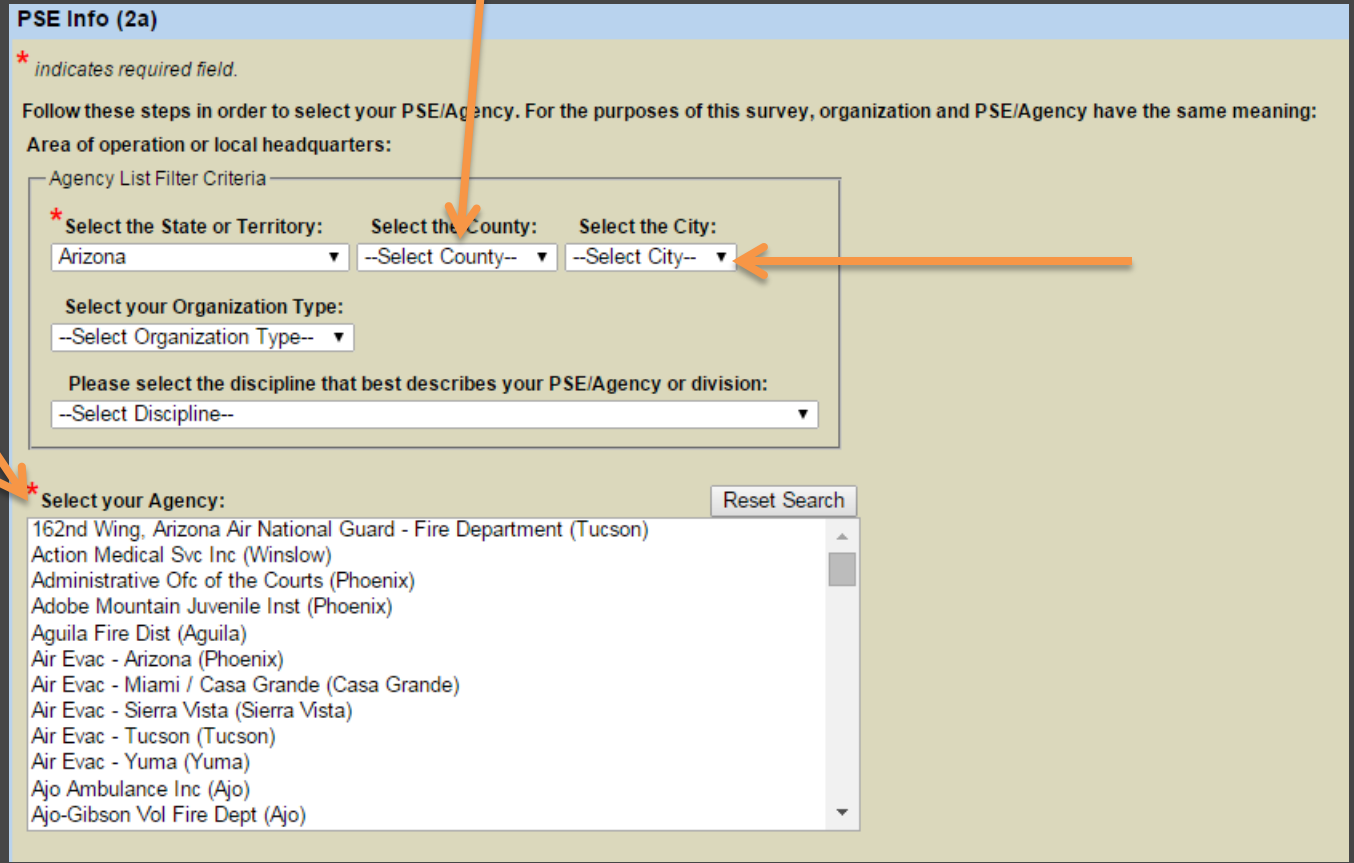
Find Your Agency

Start here:

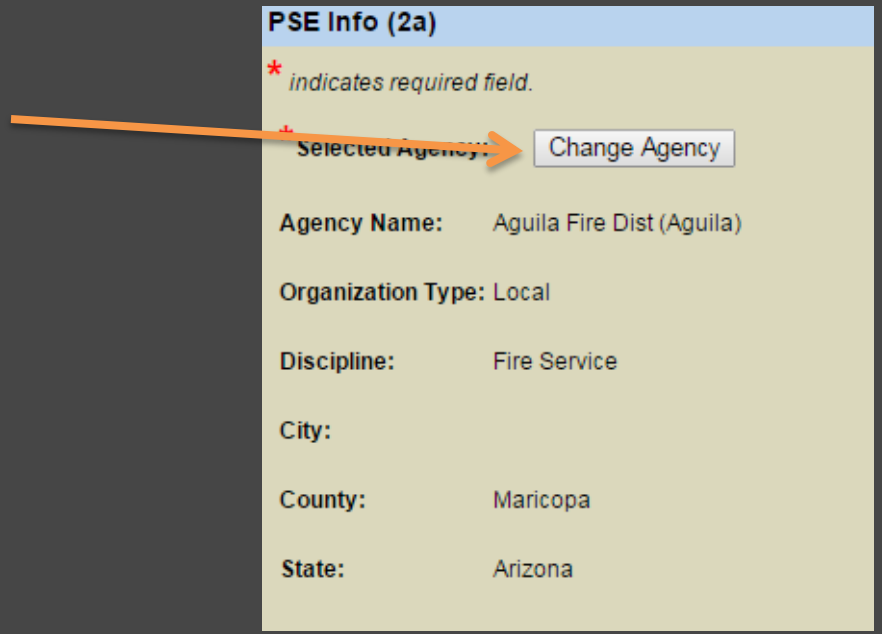
1. County
2. City
3. Select Your Agency (double click)
4. Skip to slide 11

If you choose the wrong agency, skip to slide 8

If your agency is not listed skip to slide 9

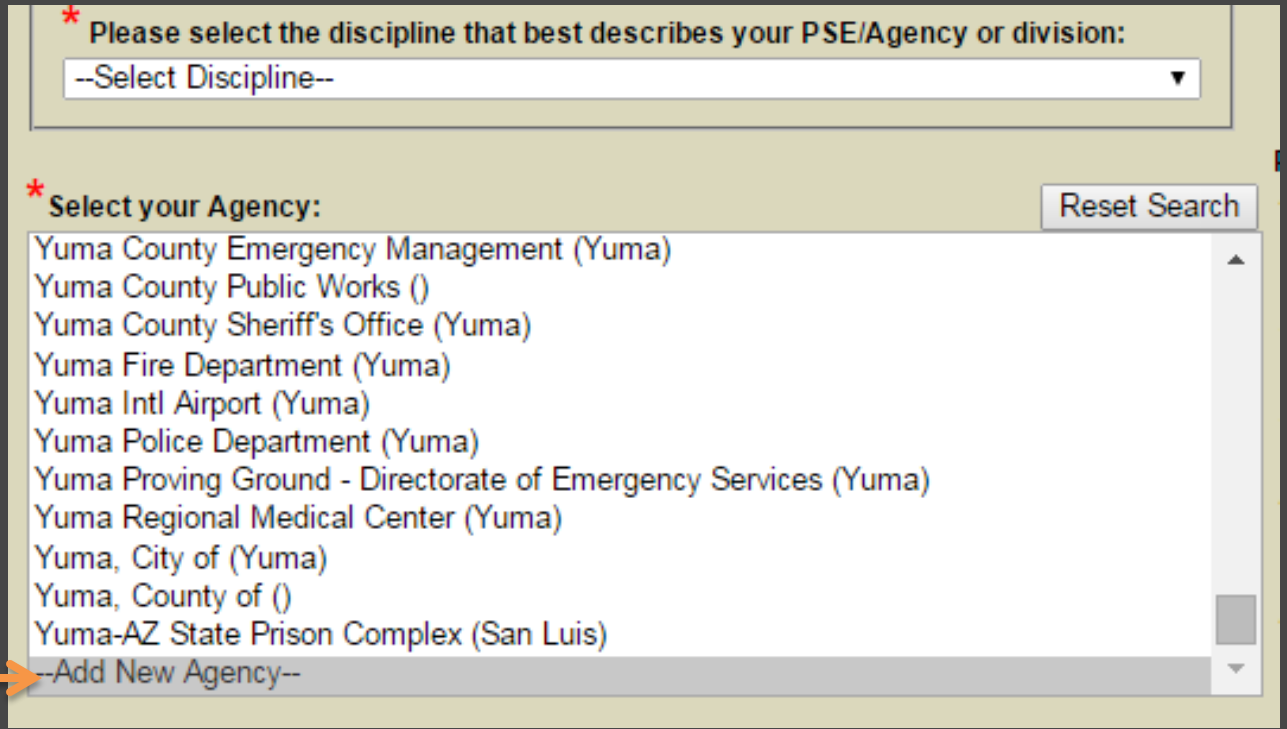


If You Choose the Wrong Agency – Change It and Go to Previous Slide (7)



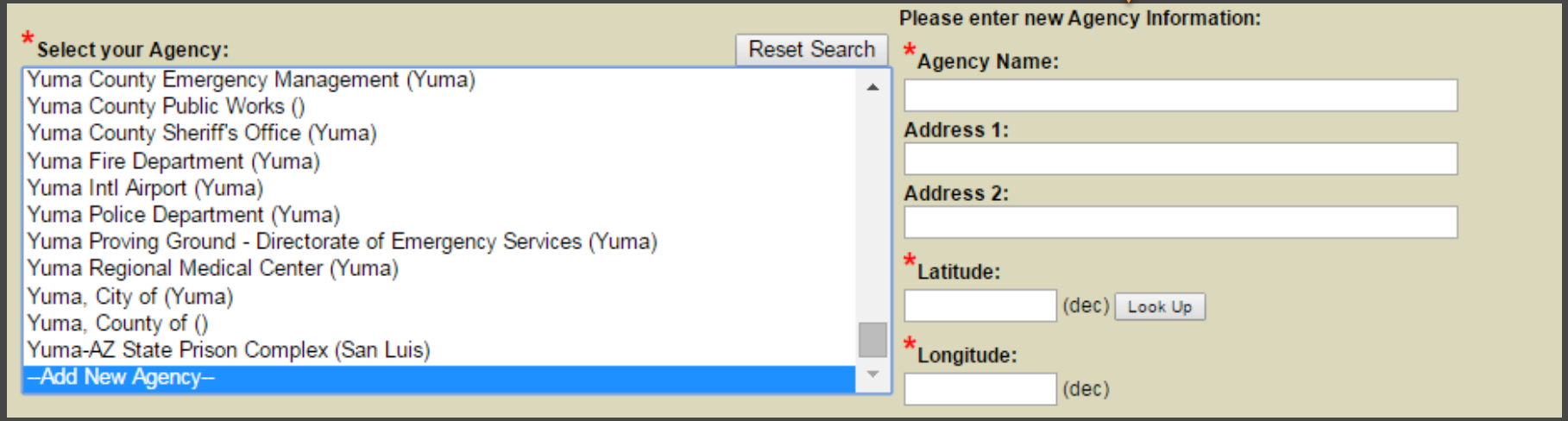
To Create a New Agency – Step 1

1. Double check to ensure your agency is not already listed.
2. Scroll to the bottom of the list until you see “Add New Agency”
3. Single click on “Add New Agency”



To Create a New Agency – Step 2

This window will appear



To Create a New Agency – Step 3

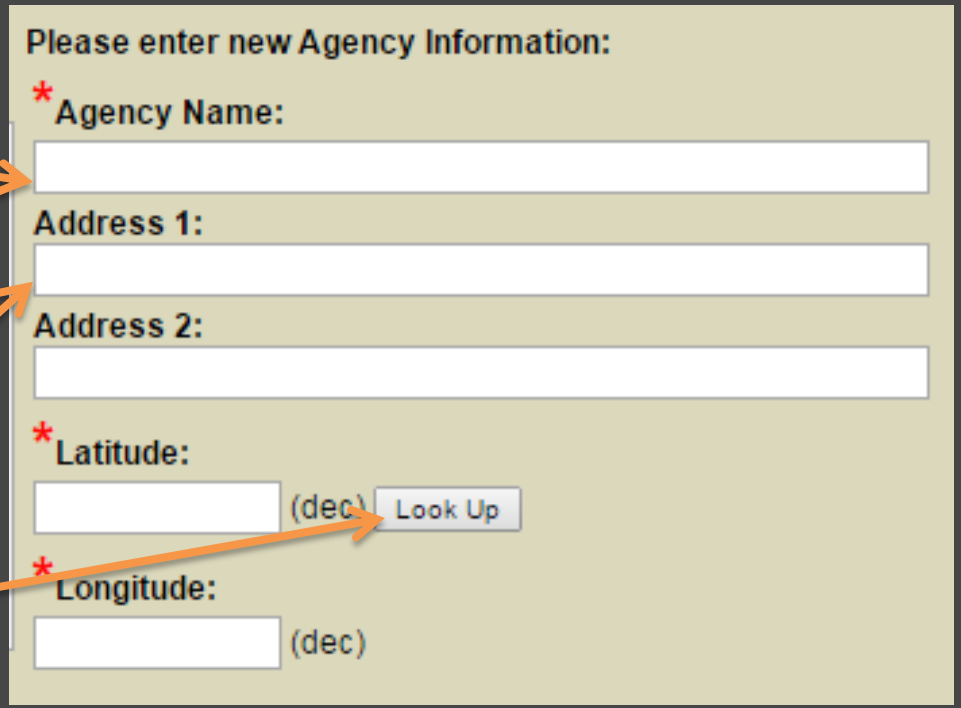
1. Enter the name of your agency

   Please spell out each word and do not use abbreviations (Department)

2. Enter the address using postal standards

   100 N 15th AV, Phoenix, AZ 85007

3. Click “Look Up” to add the lat/long



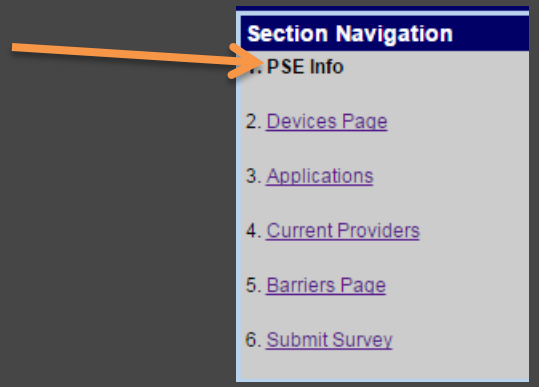
Personnel

- The questions on the Excel sheet you received correlate with the Survey Questions
  - Next slide

2a. Objective: Identify the basic demographics of each	
# of Employees	*Estimate of total # of employees*
# of Full Time Employees	*Estimate of total # of full time employees*
# of Part Time Employees	*Estimate of total # of part time employees*
# of Volunteers	*Estimate of total # of volunteers*
# of Vehicles for Operations	*Estimate of total # of vehicles supporting operational personnel*

Personnel

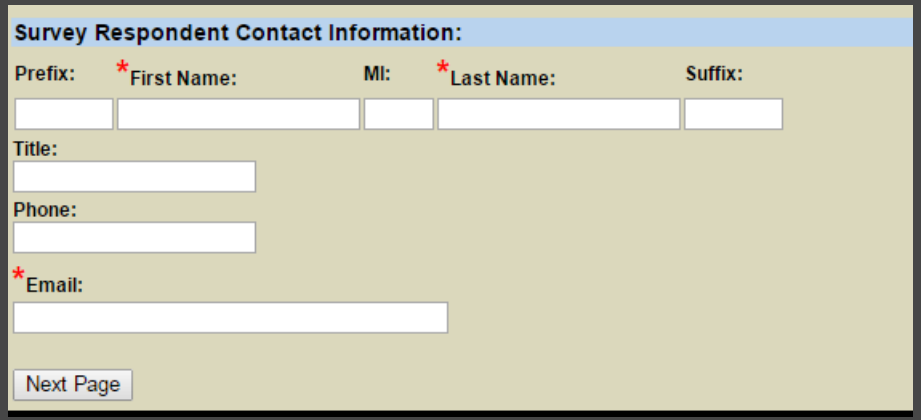
- Fill in the fields you are familiar with
  - Skip those you do not have answers for



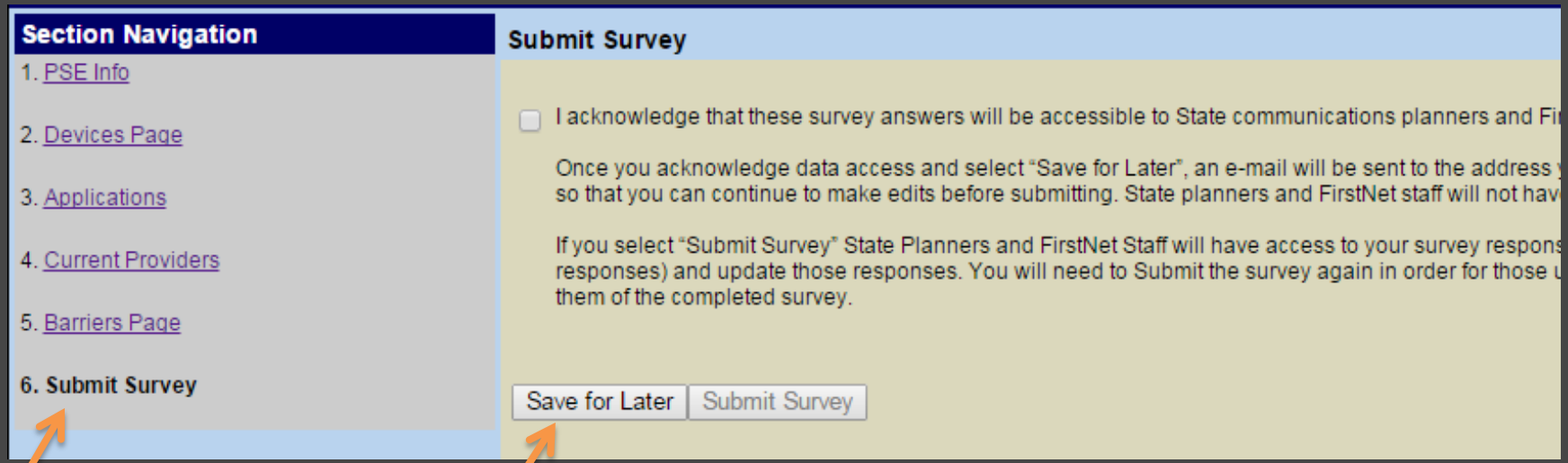
Fill In Your Information

* Is a Mandatory Field

Optional fields helps us identify who you are



Save the Survey to Save this Data

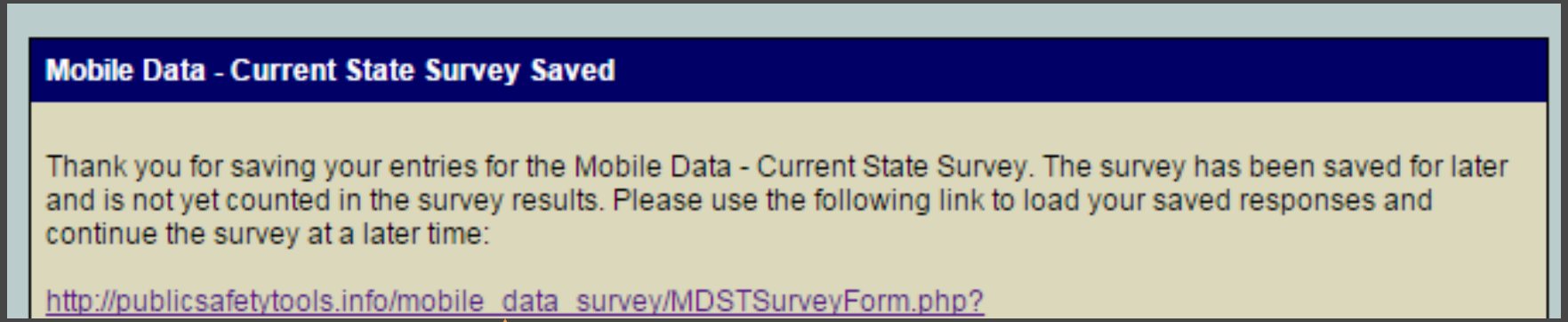


1

2

"Save for Later" allows you to stop the survey and complete it at a later time

Click on the Link to Get Back In the Survey



- A copy of the link will be sent to your email
- A copy of the link will appear on the screen

FirstNet Data Collection Elements *2b.Devices*

Agency Issued Devices to:

- Personnel – a person is responsible for the device
- Vehicles – available to whoever drives that vehicle

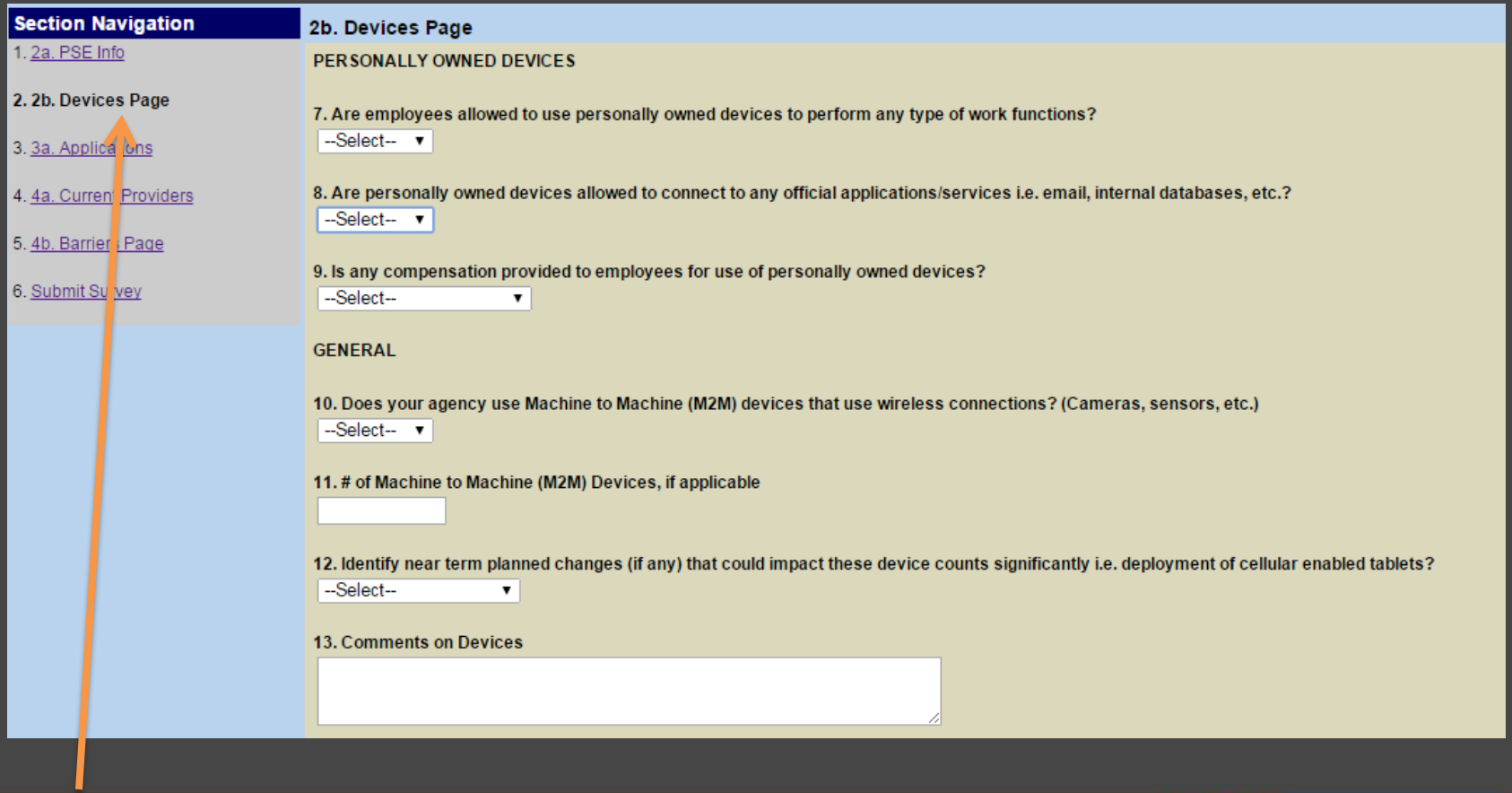
2b. Objective: Estimate the total number of devices deployed by an agency and how personally owned devices are supported.	
AGENCY ISSUED DEVICES - PERSONNEL	
# of ***Voice/Data Devices*** Assigned to ***Personnel***	*Smartphones, cellphones*
# of ***Data Devices Assigned*** to ***Personnel***	*USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.*
# of ***Other Devices*** Assigned to ***Personnel***	*Include private data systems*
AGENCY ISSUED DEVICES - VEHICLES (not accounted for above)	
# of ***Voice/Data Devices*** Assigned to ***Vehicles***	*Smartphones, cellphones*
# of ***Data Devices*** Assigned to ***Vehicles***	*USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.*
# of ***Other Devices*** Assigned to ***Vehicles***	*Include private data systems*

2b.Devices Cont.

- Personally Owned Devices Questions
- General Device Questions

PERSONALLY OWNED DEVICES	
Are employees allowed to use personally owned devices to perform any type of work functions?	**Yes | No**
Are personally owned devices allowed to connect to any official applications/services i.e. email, internal databases, etc.?	**Yes | No**
Is any compensation provided to employees for use of personally owned devices?	**None | Fixed | Based on Usage | Other**
GENERAL	
# of ***Machine to Machine (M2M) Devices*** using cellular connection	*Cameras, sensors, etc. that have a cellular data connection*
Are there any near term planned changes that could impact these device counts significantly i.e. deployment of cellular enabled tablets?	**Significant increase | Minor to no change | Significant decrease**
Comments	*Provide any comments to supplement the above answers*

2b.Devices Match Up with This MDST Section

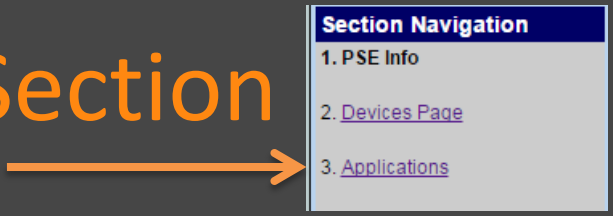


FirstNet Data Collection Elements *3a.Applications*

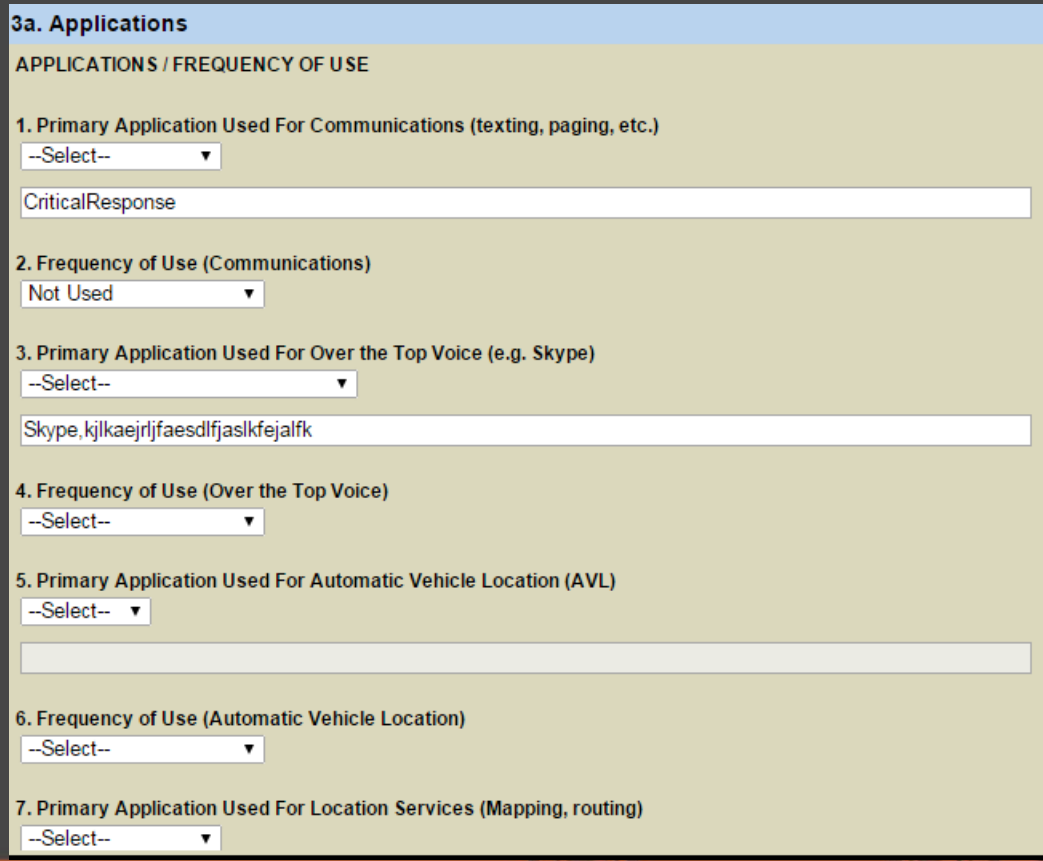
- Include Name(s) of applications and frequency of use in each category

3a. Objective: Identify the current state use of data services and applications within Public Safety.		
APPLICATIONS	**FREQUENCY OF USE**	**PRIMARY APPLICATION**
Communications (texting, paging, etc.)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Over the Top Voice (e.g. Skype)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Automatic Vehicle Location (AVL)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Location Services (Mapping, routing)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Computer Aided Dispatch (CAD)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Database Inquiries	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Field Based Reporting	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
General connectivity (email, internet, file transfers)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Intranet Access/Mobile VPN solution	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Video	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Telemetry	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Other (please specify)	Daily | Weekly | Infrequently | Not Used but Desired | Not Used	*Application name*
Comments	*Provide any comments to supplement the above answers*	

3a.Applications Matches This Section



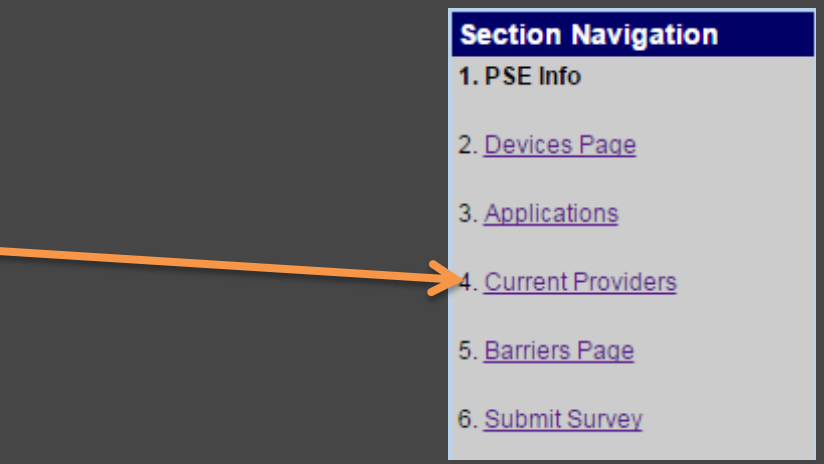
- Answer the dropdown
- If your Application Name is not listed, choose --Other-- and fill it in the field below
- Update the frequency of use



FirstNet Data Collection Elements *4a.Current Providers*

4a. Objective: Provide information on current service provider's plans and procurement methods.	
CURRENT SERVICE PROVIDERS	
Does your agency contract with multiple service providers? *(If yes, briefly explain)*	No | Yes, with brief explanation
Does your agency use a commercial or shared paging system?	No | Yes, with brief explanation
PROCUREMENT (Primary Provider)	
What procurement process was utilized?	Master Contract (GSA/Federal) | Master Contract (State) | Master Contract (Others) | Local RFP/Bid | Based on Price Quotes | Other
Are other procurement options available? *(If yes, briefly describe the additional options and why they weren't chosen)*	No | Yes, with brief explanation
Does your agency have a direct sales/account relationship with the provider?	No | Yes, with brief explanation
Does your agency have a direct technical support relationship with the provider?	No | Yes, with brief explanation
Are any additional or specialized services provided by the provider? *(If yes, briefly explain)*	No | Yes, with brief explanation
SERVICE PLANS (Primary Provider)	
What is the average monthly cost for ***voice/data devices*** , NOT inclusive of additional costs and fees (taxes, apps, etc.)?	$
What is the average monthly cost for ***data only devices,*** NOT inclusive of additional costs and fees (taxes, apps, etc.)?	$
How important is having a fixed rate plan?	Variable monthly rates based on usage aren't a problem | Would pay a little more to have fixed rates regardless of usage
Who is responsible for payment of the invoice?	Individual Liable (end-user pays) | Agency Liable (agency pays) | Hybrid (stipend or partial payment from agency to end-user)
What are the monthly data limits on the plan?	Unlimited | Capped/Metered | Pooled | Other
What is the contract duration of your current plan?	In years
What is the average monthly data usage per user?	In GB
Comments	Provide any comments to supplement the above answers

4a.Current Providers Matches This Section



4a. Current Providers

CURRENT SERVICE PROVIDERS

1. Does your agency contract with multiple service providers?
--Select--

2. Explain your use of multiple service providers, if applicable.

3. Does your agency use a commercial or shared paging system?
--Select--

4. Explain your use of commercial or shared paging systems, if applicable.

PROCUREMENT (Primary Provider)

5. What procurement process was utilized?
--Select--

6. Are other procurement options available?
--Select--

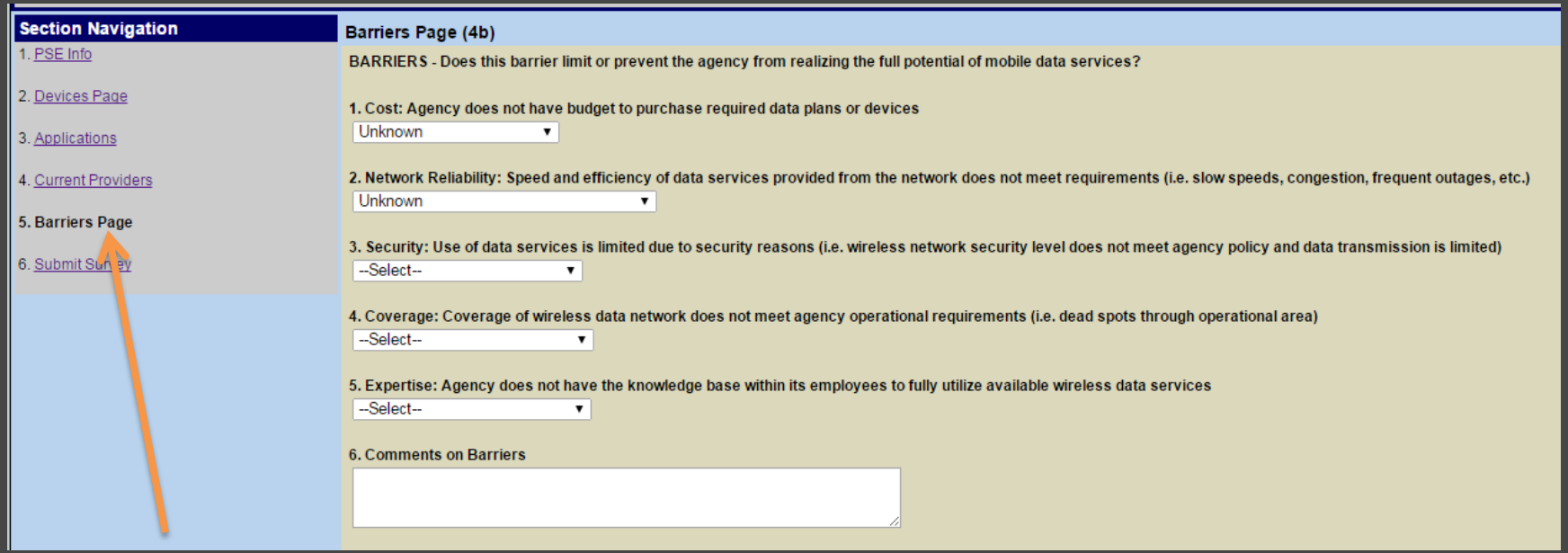
7. Describe additional procurement options available to you, if applicable.

FirstNet Data Collection Element *4b.Barriers*

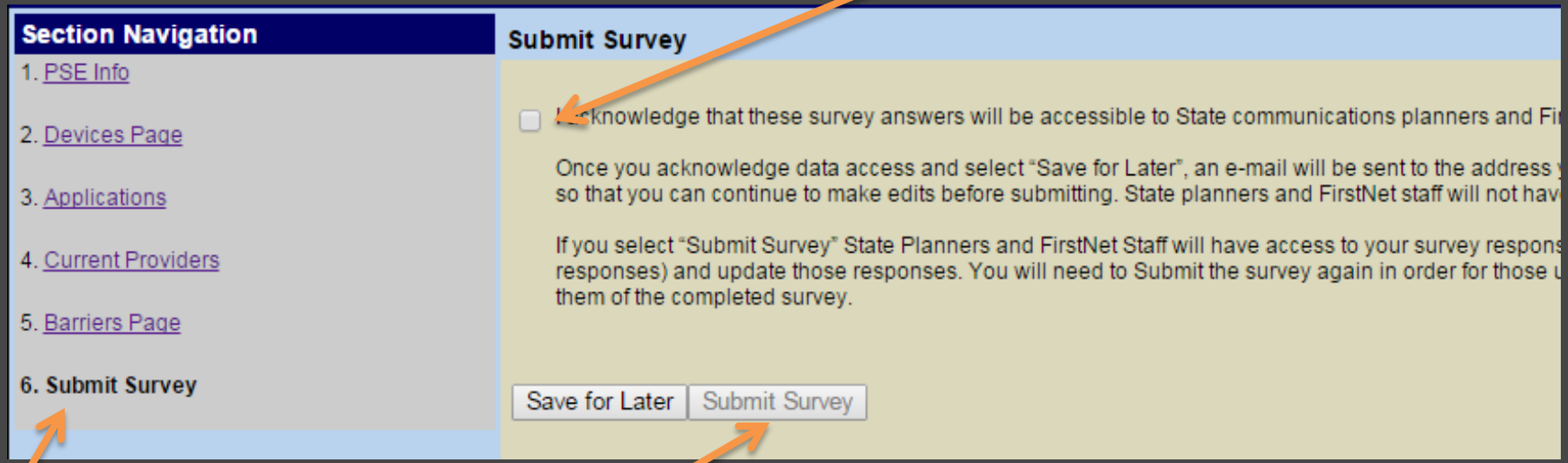
These are barriers that affect your data usage today

4b. Objective: To gain an understanding of the barriers that may be limiting or	
BARRIERS - Does this barrier currently limit or prevent the agency	from realizing the full potential of mobile data services?
Cost: Agency does not have budget to purchase required data plans or devices.	Yes, it's a barrier | No, it's not a barrier
Network Reliability: Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.)	Yes, it's a barrier | No, it's not a barrier
Security: Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited)	Yes, it's a barrier | No, it's not a barrier
Coverage: Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through	Yes, it's a barrier | No, it's not a barrier
Expertise: Agency does not have the knowledge base within its employees to fully utilize available wireless data services	Yes, it's a barrier | No, it's not a barrier
Other (please specify)	Yes, it's a barrier | No, it's not a barrier
Comments	Provide any comments to supplement the above answers

4b.Barriers Matches This Section



Complete Survey



Questions?

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or

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or

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